



# USA SERVICES

## **What is USA Services?**

One of President Bush's 24 E-Government Initiatives, USA Services helps citizens more easily access government information and services and at the same time assists other E-Gov Initiatives and Federal Agencies in responding to citizen inquiries. USA Services' mission is to present citizens with a single "front door" to government, allowing them to receive accurate, timely, and consistent answers and information.

*With USA Services, citizens can get information from Federal Agencies in both English and Spanish via the Internet, publications, telephone (1-800-FED-INFO), and email.*

USA Services provides assistance to citizens and agencies through existing resources within GSA's Office of Citizen Services and Communications using multiple channels of communication such as:

### **On the Internet Using "FirstGov.gov" and email**

FirstGov.gov links to and searches more than 24 million federal and state government Web pages and offers the public easy-to-understand information and services on a 24x7 basis. In FY03 USA Services responded to over 60,000 email inquiries within a pledged two business days.

### **Through 1-800-FED-INFO**

With specially trained staff in the National Contact Center, USA Services answers questions on behalf of all Federal Agencies in both English and Spanish. During FY03, USA Services answered over 2 million telephone calls.

### **Via the Publications Center**

The Pueblo, Colorado distribution and storage facility manages projects ranging from specialized targeted mailings to large-scale orders from the public. During FY03, the center distributed hundreds of different publications for 40 agencies, totaling approximately 6 million publications.

## **How USA Services Can Help Your Agency**

Through partnership agreements with other E-Gov Initiatives and agencies, USA Services provides a variety of services to help agencies respond to public inquiries in two ways:

**1) Handling of Misdirects** involves no cost to your agency. Using 1-800 FED INFO or an agency-specific e-mail box agencies redirect telephone and e-mail inquiries that are not related to the agency's mission to USA Services. USA Services will then answer the inquiry using its extensive database. If USA Services does not have the information, it refers the citizen to the appropriate agency.

**2) Handling of "Tier-One" Inquiries** is a reimbursable service. "Tier-One" telephone and email inquiries are those that can be answered by trained staff using a database of frequently asked questions. USA Services staff responds to the inquiries as if they were the agency staff by providing responses based on the agency's instructions.

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